

contacts, said method comprising:

establishing call center resource data corresponding to said plurality of resources available within said call center;

presenting to a user said plurality of resources defined by said resource data;

receiving user selections of selected resources from said plurality of resources presented to said user;

assigning said selected resources to a relationship profile;

assigning a relationship key field corresponding to said relationship profile to said call center resource data for each of said selected resources assigned to said relationship profile;

using said relationship key field to manage said call center;

wherein said call center resource data is organized by function into a plurality of resource categories, further including the steps of:

presenting to said user said plurality of resource categories; and

receiving a user selection of a selected resource category, wherein said plurality of resources within said selected resource category are presented for selection by said user; and

wherein said plurality of resource categories include inbound

B'  
~~A1~~ dialed number identification service (DNIS), queues, agent workgroups, individual agents, campaigns, and call tables.

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Sub B2  
5. (Amended) A computer-implemented method of managing a call center using relationships, said call center including a plurality of resources for handling telephone calls and communication contacts, said method comprising:

establishing call center resource data corresponding to said plurality of resources available within said call center;

~~A2~~ presenting to a user said plurality of resources defined by said resource data;

receiving user selections of selected resources from said plurality of resources presented to said user;

assigning said selected resources to a relationship profile;

assigning a relationship key field corresponding to said relationship profile to said call center resource data for each of said selected resources assigned to said relationship profile; and

using said relationship key field to manage said call center;

wherein said relationship key field is used to control defining of call center strategies.

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Sub  
B4 25. (Amended) A call center resource relationship management system for use in a call center, said call center including a plurality of resources used for handling telephone calls, said system comprising:

call center resource data defining a plurality of call center resources in said call center; and

A3 a relationship manager, responsive to a user input, for accessing said call center resource data, for creating a graphical user interface presenting said call center resources defined by said call center resource data to said user, for assigning user-selected resources to a relationship profile, and for associating a relationship key field to said call center resource data corresponding to each of said user-selected resources;

wherein said resources are organized into resource functional categories including agents, agent workgroups, devices, queues, applications, campaigns, and call tables.